

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – APRIL 2016

BC 5405 – ORGANISATION BEHAVIOUR

Date: 27-04-2016

Dept. No.

Max. : 100 Marks

Time: 01:00-04:00

PART - A

Answer ALL the questions

(10 x 2 = 20)

1. What is perception?
2. Define values.
3. Write a short note job-enlargement.
4. Mention the characteristics of need theory.
5. Explain why people join groups.
6. List out the types of groups.
7. What is meant by coercive power?
8. Define stress.
9. What is the difference between leadership and management?
10. Explain organizational culture.

PART – B

Answer any FOUR questions

(4 x 10 = 40)

11. What are the factors determining learning?
12. Discuss the types of values and attitudes.
13. Explain Maslows Hierarchy of need theory.
14. List out the major issues in quality of work life.
15. Discuss the merits and demerits of formal and informal communication.
16. What does the study of leadership involve?
17. State the determinants of organizational climate.

PART - C

Answer any TWO questions

(2 x 20 = 40)

18. Explain the theories of personality.
19. What are the strategies for improvement of work life?
20. Discuss the duties and liabilities of trade union.
21. Explain the personal and organizational factors that cause stress.

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